

# Breastfeeding Support for Moms



## HumanaBeginnings® Certified Lactation Counselors

### Why breastfeed?

#### Breast milk is superfood for baby

Breast milk is the perfect food for your baby. You give them the nutrition and protection they need from your body. Research shows babies who were breastfed have lower risk of<sup>1</sup>:

- Asthma
- Lower respiratory infections
- Ear infections
- Eczema
- Diarrhea and vomiting
- Sudden Infant Death Syndrome (SIDs)
- Type 2 Diabetes

#### It makes a healthier mom

Moms who breastfeed also benefit. You'll feel closer to your baby and recover more quickly after birth. Plus, breastfeeding can improve your mental health and reduces the chances of postpartum depression.

#### Promotes bonding

Breastfeeding is a special time for you and your baby to bond and share love and cuddles.

#### Saves money and time

Breast milk is free. Also, your baby might not need to go to the doctor as often since they are less likely to get sick.

#### Improves baby's IQ

There is evidence to support that breastfed babies have a higher IQ<sup>2</sup>.

### Need a helping hand with breastfeeding? You're not alone.

Our friendly Certified Lactation Counselors are here for you, available by phone or video call.

**800-322-2758 (TTY: 711), Ext. 1394119**



**Humana**  
Healthy Horizons®  
in Florida

## Common challenges

### Painful breastfeeding

Breastfeeding should not hurt. Moms commonly have tender nipples when first breastfeeding, we can help you and baby get comfortable.

### Hard time latching

Sometimes babies have trouble latching onto the breast correctly, which can lead to frustration. We can help work through that with you to ensure your baby gets enough milk and you are comfortable.

### Not enough or too much milk

Some moms worry about how much milk they are producing. Our counselors can give you tips to increase your milk supply. We will also show you how tools like a schedule and a breast pump can help.

### Swollen breasts

If your breasts are full and painful, they may be engorged. We can provide you with tips on how to resolve it and ease any pain.

### Feeding more than one child

Having more than one baby to feed can be tricky. Our supportive lactation counselors are here to guide you.



**We're here to help you.**

### How can we help?

#### We can answer your questions

Our friendly and caring Certified Lactation Counselors are available to you Monday through Friday, 8 a.m. – 5 p.m., Eastern time by phone or by video call.

#### We can offer advice

Find out the best ways to feed your baby, making sure both mom and baby are happy and healthy.

#### We can provide resources

Our Certified Lactation Counselors can provide education, counseling, community resources and the most current lactation information to help you succeed.

#### We're here when you need us

No matter where you are, we're just a phone call away. We understand sometimes feeding your baby can be hard. That's why we're here to provide you with personalized support to guide you through challenges and help you have a good breastfeeding experience.



To reach a Certified Lactation Counselor call **800-322-2758 (TTY: 711)**, Ext. 1394119, Monday - Friday, 8 a.m. to 5 p.m., Eastern time.

To learn more about our HumanaBeginnings program go to: **Humana.com/FloridaMoms** or scan the QR code.



## References:

1. <https://www.womenshealth.gov/breastfeeding/making-decision-breastfeed>
2. The Benefits of Breastfeeding on Child Intelligence, Behavior, and Executive Function: A Review of Recent Evidence - PubMed (nih.gov)

**ENGLISH:** This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

**SPANISH:** Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

**CREOLE:** Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

**FRENCH:** Ces informations sont disponibles gratuitement dans d'autre langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

**ITALIAN:** Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

**RUSSIAN:** Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-477-6931 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m. Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
**Discrimination Grievances**, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **800-477-6931** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the  
**U.S. Department of Health and Human Services, Office for Civil Rights**  
electronically through their Complaint Portal, available at  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**.

Auxiliary aids and services, free of charge, are available to you.  
**800-477-6931 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

**Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.**

**English:** ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **800-477-6931 (TTY: 711)**.

**Español: (Spanish)** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-477-6931 (TTY: 711)**.

**Kreyòl Ayisyen: (French Creole)** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **800-477-6931 (TTY: 711)**.

**Tiếng Việt: (Vietnamese)** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **800-477-6931 (TTY: 711)**.